SERTO-BEL

d.o.o. za izvoz-uvoz i proizvodnju metalnih proizvoda
EXPORT-IMPORT AND METAL PRODUCTION
OIB: 39241223213

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NOTICE ON THE MODE OF OPERATION AS OF NOVEMBER 17, 2026 (B2B BUSINESS OPERATIONS)

Dear visitors and business partners,

We hereby inform you that as of **November 17, 2026, SERTO–BEL d.o.o.** is fully aligning its operations with an exclusive **B2B (Business-to-Business) model.**

In light of new legal regulations, the decisions of the Government of the Republic of Croatia on price controls, and the introduction of mandatory listing and daily reporting of the so-called **"anchor prices"** (which strictly pertain to the protection of end consumers/natural persons), our company will completely exclude natural persons from its sales channel starting from the aforementioned date.

Accordingly, as of November 17, 2026, our offers, terms of business, **and sales of goods (both wholesale and retail**) will be available **exclusively to registered legal entities, business entities, and institutions, which include:**

- Companies (d.o.o., j.d.o.o., d.d.)
- Crafts and sole proprietorships
- Family farms (OPG) and self-sustaining agricultural farms (SOPG)
- Associations, institutions, cooperatives, and foundations
- Public authorities, state, and local institutions

Sales to natural persons (end consumers) within the meaning of the Consumer Protection Act will no longer be possible.

Given that our mutual relations as of November 17, 2026, will be governed exclusively by the Civil Obligations Act (B2B transactions), the presentation of valid identification data of the business entity (name, registered office address, and OIB/**VAT number**) is mandatory for the execution of any purchase, offer, or contract. All invoices will be issued exclusively as corporate invoices (R1/R2).

We thank you for your long-standing cooperation and your understanding of this business decision, which has been necessitated by new regulatory obligations.

In Donji Stupnik, November 6, 2026

Management Board:

SERTO - BEL
d.o.o za izvoz-uvoz i proizvodnju metalnih proizvoda
D. STUPNIK, Stupničke Šipkovine 20

Boris Belić

Renato Sertić